

Automated Communication Exchange System - ACES RELEASE NOTES

THIS NOTE APPLIES ONLY TO PUBLIC AGENCY EMPLOYERS AND HEALTH PLANS. IF YOU ARE A STATE EMPLOYER PLEASE DISREGARD. THANK YOU.

The "New" ACES Public Agency Billing function was implemented the evening of March 10, 2002. This is a "PREVIEW" of the functionality that agencies will be using to reconcile invoices when the Public Agency business process is complete in July of 2002.

Implementation Information:

Although the ACES Public Agency Billing function has been released, we will not be implementing the modified Public Agency Billing business process until July 1, 2002. Generation of the new health billing invoices to employers will begin on July 15, 2002. This invoice will be for the August 2002 coverage period. Public Agencies will use the new ACES Billing function to reconcile their monthly billing invoices beginning with the August 2002 invoice. Until then, the agencies will continue to receive a hard-copy report of all their participants and should continue to reconcile their bills as they have in the past.

The release of this functionality prior to the Public Agency Billing business process allows CalPERS to set up access for all Public Agencies. It also gives the employers time to acclimate to the new function and become accustomed to the navigation and its interface with the existing ACES system.

There are a number of items that need to be completed prior to the implementation of this new business process. Therefore, it is recommended that you do not attempt to reconcile your current invoices with this new functionality.

- CalPERS Health Benefit Services Division has a "clean-up" effort underway to ensure that all data is updated and correct by July 2002. Therefore, attempting to reconcile your invoice based on a current report query may result in discrepancies as this effort is still in progress.
- If you are a "School" employer navigating through the reports, you will be able to view participants, however the query will display a N/A (Not Available) for the plan code column and \$0.00 in the deduction column. The deduction history information is currently in the system, but the ACES Public Agency Billing function will not be able to read the data until June 2002. This has been identified as a problem, is being researched and will be fixed prior to July.
- Agencies who submit transactions to CalPERS on behalf of other agencies, will be unable to receive PA Billing access at this time. (Currently, this could only be done by assigning a separate login for each agency which is inconsistent with the other ACES programs).
- There is a configuration change that may need to be made for the Agencies that use Internet Explorer 6 in order to refresh the printer friendly button.

- Under the "Tools" tab select "Internet Options"
- Under the "General" tab select "Settings" under the temporary internet files section
- Select the radio button "Every Visit to the Page" under check for newer versions of stored pages section

Contact Information:

For further information regarding how to get access to ACES Public Agency Billing and view the ACES Public Agency Billing User Manual please refer to the ACES Website: <http://www.calpers.ca.gov/aces/whats-aces.htm>

If after reviewing the PA Billing Website you are still in need of assistance contact the ACES Support line 1-888-Cal-PERS (225-7377), press 4 (ACES Business) and press 1 (Health) for assistance.

As of Monday March 18th the ACES Support line 1-888-Cal-PERS (225-7377) will have options available for Public Agency Billing assistance. If you are calling to sign up for the ACES Public Agency Billing function, press 2 (Marketing) and 4 (Public Agency Billing). If you have questions regarding the Public Agency Billing process, press 4 (ACES Business) and 4 (Public Agency Billing) for assistance.

We thank you for your support and patience while CalPERS strives to empower our users with technology that interfaces with CalPERS Health and Retirement Benefits.